

Acceptable Use Policy

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Empirical (OPC) Private Limited · cloxy.co

This Acceptable Use Policy sets the technical and integrity rules for using Cloxy - the Cloxy Talent app, the Cloxy Business app, and the website at cloxy.co, operated by **Empirical (OPC) Private Limited** ("Cloxy", "we"). It protects the things the marketplace runs on: verified identities, honest attendance records, and systems that work for everyone.

This policy is part of the [Terms of Service](#). Conduct between people - respect, harassment, discrimination - lives in the [Community Guidelines](#); this policy covers how you may and may not use the platform itself.

The short version

Use Cloxy as a human, through the official apps and website, for lawful shift work. Do not scrape, probe, spoof, or defraud. Above all, never fake attendance: no location spoofing, no QR tricks, no clocking in for someone else. Attendance records decide pay, and we treat tampering with them as fraud.

1. Lawful use only

Use Cloxy only for what it is built for - finding, posting, and working lawful shifts in India - and only in compliance with applicable law. Do not use the platform to plan, commit, advertise, or conceal any unlawful activity. The [Community Guidelines](#) cover illegal work and unsafe requests in detail.

2. No scraping, bots, or automated access

Cloxy has **no public API**. The only supported ways to use the platform are the official Cloxy apps and the cloxy.co website, operated by a human.

- No scraping, crawling, or harvesting data from the apps, the website, or our servers.
- No bots, scripts, or automated agents that create accounts, apply to shifts, post shifts, send messages, or take any other action on the platform.
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No calling our servers directly, replaying app traffic, or building unofficial clients or integrations.

- No bulk downloading of profiles, shifts, or any other platform data.

If you want to build something that uses Cloxy data, ask us first via the [Contact & Grievance Officer](#) page.

3. No reverse engineering

Do not decompile, disassemble, or reverse engineer the apps or any part of the platform; do not attempt to derive source code, algorithms, or internal designs from them; and do not remove or defeat any technical protection built into them - except to the narrow extent Indian law permits despite this clause.

4. No security testing without written authorisation

Do not probe, scan, or test the security of the platform - penetration testing, vulnerability scanning, fuzzing, credential stuffing, or attempting access to accounts, systems, or data that are not yours - without our prior written authorisation. To request authorisation, write to cloxysupport@gmail.com.

If you discover a vulnerability accidentally, report it to cloxysupport@gmail.com and do not exploit it, share it, or use it to access data. We appreciate responsible reports.

5. Do not circumvent rate limits

Our systems rate-limit sensitive actions - OTP requests, login attempts, QR scans - to protect accounts and attendance integrity. Do not evade those limits: no rotating devices, phone numbers, network identities, or accounts to get around a limit, and no flooding any part of the service with requests.

6. Attendance integrity: no spoofing, no QR tricks, no clock fraud

The line you must never cross

Attendance records decide who worked, for how long, and what is owed. Faking them is not a grey area - it is fraud against the other side of the shift, and we treat it that way.

Clock-in and clock-out are verified by a GPS reading at the venue or by scanning the business's rotating QR code, and every attempt - successful or failed - is recorded (see the [Privacy Policy](#)). The following are prohibited without exception:

- **Location spoofing** - fake-GPS or mock-location apps, spoofing tools on rooted or jailbroken devices, or any other way of faking where your device is.
- **Clocking in or out for someone else**, or letting anyone clock in or out for you.
- **QR-code manipulation** - photographing, forwarding, or streaming a clock-in QR code so it can be scanned away from the venue, generating or altering QR codes, or a business displaying a manipulated code.
- **Working under another account** - one account per person; the person who clocks in must be the account holder who was hired ([Community Guidelines](#)).
- **Any other tampering with clock records**, including manipulating device settings to distort times or locations.

Businesses have a matching duty: display your own current QR code, never manipulate attendance, and never pressure a worker to fake it. If a device genuinely fails at the venue, ask support - Cloxy staff can correct clock records, and every correction is logged and visible to both sides (see the [Cancellation & No-Show Policy](#)).

Attendance fraud usually skips the warning step of the enforcement ladder: expect suspension or termination for every account involved, and referral to law enforcement where fraud or identity misuse is established.

7. No circumventing platform fees

Where platform fees apply, they are shown at posting - see the [Payment Policy](#). Do not structure, split, or misreport shifts to avoid fees, and do not move Cloxy-originated work off the platform to evade them. The matching commitments are in the [Business Terms](#), the [Worker Terms](#), and the [Community Guidelines](#).

8. No misrepresentation

- Do not misrepresent your identity, age, qualifications, experience, or licences.

- Businesses must not misrepresent the business, the shift, the pay, or the working conditions.
- Do not submit false reports, fake disputes, or fabricated evidence.
- Do not manipulate ratings or reviews.

Verification exists to catch this - see the [Verification Policy](#) - but honesty is your obligation whether or not a check would catch you.

9. Content standards for uploads

Everything you upload must be lawful and yours to upload:

- **Profile photos** must be of you - a real, current photo of the account holder, not a logo, a celebrity, someone else, or an image altered to change who you appear to be. A business photo must show the actual business.
- **Chat images** must be lawful and appropriate to a working relationship - see the chat conduct rules in the [Community Guidelines](#). Never send sexually explicit, violent, or infringing material.
- **Documents** must be genuine, unaltered, and your own. Uploading forged, edited, or borrowed identity documents is identity fraud ([Verification Policy](#)).

We may remove content that violates this policy and act on the account that uploaded it. Copyright complaints are handled under the [Copyright & Content Takedown](#) policy.

10. No malware or interference

- No uploading or transmitting viruses, malware, or any other harmful code.
- No interfering with the platform - overloading, disrupting, or degrading the service or the networks it runs on.
- No interfering with anyone else's use of Cloxy.

11. Enforcement, and how to report violations

Violations of this policy are reviewed and decided by trained Cloxy staff - not automation - using the enforcement ladder in the [Community Guidelines](#): warning, violation record, suspension, termination, and referral to law enforcement for criminal conduct. Severe violations, especially attendance fraud and attacks on our systems, can go straight to termination.

To report a violation, use the support section of the app or email cloxysupport@gmail.com. We acknowledge reports within **24 hours** and resolve them within **15 days**. If you believe an enforcement decision is wrong, appeal to the Grievance Officer - see the [Contact & Grievance Officer](#) page.